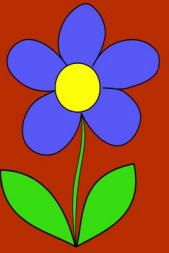


CHAIRSIDE CHATTER



SUMMER 2021

OFFICE HOURS

Monday-
Thursday

7:50am-4:50pm

Friday

(Administrative Only)

9:00am-1:00pm

Please Note:

If you are a patient of record and are experiencing a dental emergency, please call (844) 810-5608 to reach the Doctor on call.



**OUSBORNE
&
ESTERSON,
D.D.S.**

is a

**PRIVATELY
OWNED**

(no corporate affiliations)

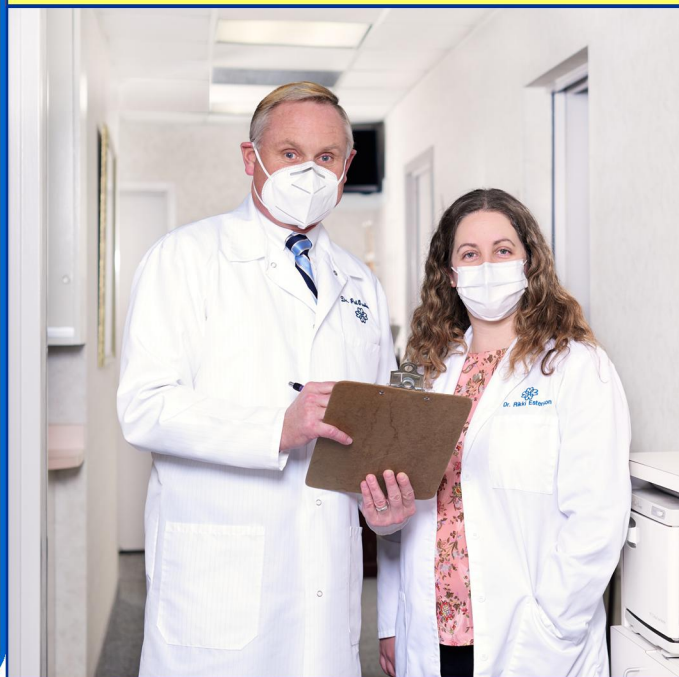
**DENTAL
PRACTICE.**

Our office has proudly served the greater Baltimore area for over 50 years.

The name might have changed,
but the **Commitment to Excellence** continues!

After 50+ years as Ousborne and Keller, DDS, our practice name has changed. **Dr Rikki Esterson** joined **Dr Patrick Ousborne's** team in August of 2019. Together, they are continuing the tradition of providing a wide array of prosthodontics, cosmetic, implant and complex dental treatments, as well as general dentistry and routine cleanings.

Drs. Ousborne and Esterson, DDS, along with their entire team of dental professionals, continue to offer the very finest service combined with ethical and innovative dentistry. Keeping with their long held belief of developing personal relationships with patients based on mutual trust, respect and sincere appreciation, the entire team remains dedicated to providing **excellence by choice.**



**OUSBORNE
&
ESTERSON,
D.D.S.**

DID YOU KNOW...We host a TEAM RETREAT twice per year?

For many years we have dedicated time each Spring and Fall to being ‘OUT’ of the office in order to work ‘ON’ the office. This tradition began with Dr Al Ousborne and Dr. Tom Keller, and it remains an integral part of **Ousborne and Esterson, DDS**. This year’s retreat was held in May (pre-Cicada invasion) and it was, as usual, a fun, interesting and worthwhile event for everyone.

At these retreats, our entire team meets to discuss the needs of our patients, team members and office in general. Every conversation is centered around how we can best exceed our patients expectations, and, as expected, this year our discussion focused on the ever evolving Covid-19 situation.

These annual events serve as an enhanced opportunity for team members to offer suggestions for improvements in both patient care and office protocols. We have found that a true ‘team’ approach is vital when it comes to making sure our patients and team members feel appreciated.

Of course, we always learn something about our practice, our patients, ourselves and each other. This year, we learned that during the last Cicada invasion in 2004, Dr Pat Ousborne would mow his lawn with a tennis racquet in hand in order to swat away the flying insects!



When one door closes another one opens.

Sarah, one of our dental hygienists, has decided to return to her true passion of providing dental hygiene for children. We wish her well in her pursuit and appreciate all she has done for our patients over the last few years.

As sad as we are to see Sarah go, we consider ourselves quite lucky that Sharon, Dr Pat Ousborne’s former dental assistant, has decided to rejoin our practice. Sharon worked with us for several years before leaving to pursue her dental hygiene degree and then practicing in Pennsylvania.

Fortunate for us, she is ready to return to Maryland as a dental hygienist with our practice! **Welcome back aboard Sharon.**

*“Ahh... Spring.
what a lovely
reminder of
how beautiful
change can be.”*

Unknown

FYI: As quoted in the AAGD (American Academy of General Dentistry):

Pandemic Has Taken Toll On Oral Health

The New York Times (5/19, Tingley) reports, “There are early indications that the pandemic is taking a serious, and potentially long-lasting, toll on our oral health.” In September, an American Dental Association survey “found that more than half of the dentists who responded were seeing an increase in stress-related conditions among patients,” including “teeth grinding, cracked and chipped teeth and symptoms of temporomandibular joint dysfunction, like jaw pain.” Also, “more than a quarter of the dentists reported an increase in cavities and gum disease – quite likely a result of changes in people’s diets and hygiene.”



Dr. Esterson
enjoying
time with
her
Grandmother.



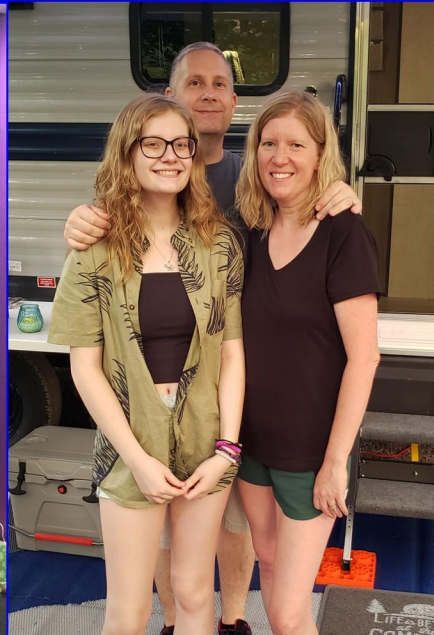
Jenn's son, Brady, and his high school Lacrosse team-the New Oxford Colonials! #fogo#boymom



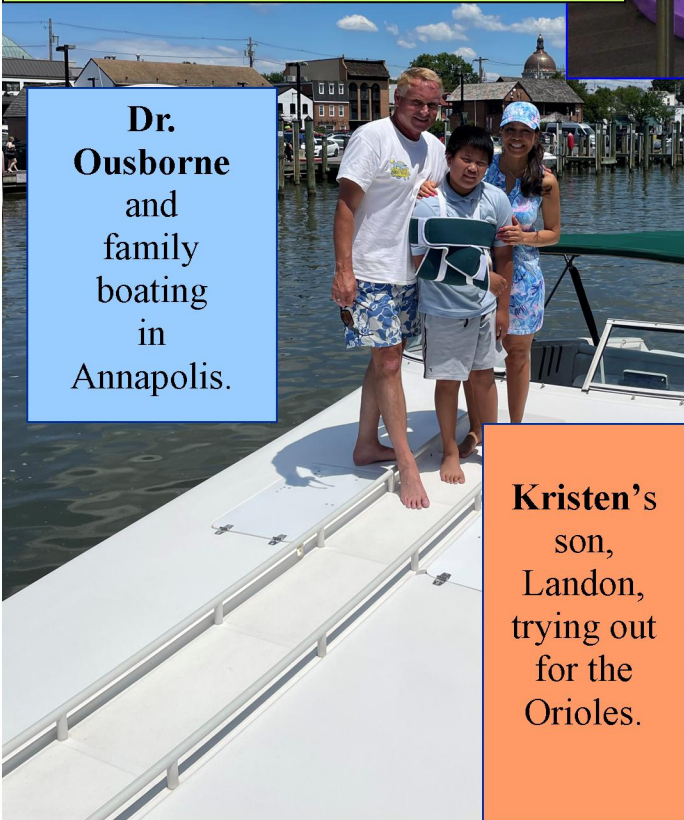
Amie and Matthew, hiking at Gunpowder State Park.



**L
A
U
R
A**



Michele and family
enjoying their new RV.



Dr. Ousborne
and
family
boating
in
Annapolis.

Kristi's
new toy.



Kristen's
son,
Landon,
trying out
for the
Orioles.



Kim hiking
the Smokey Mountains.

OUSBORNE & ESTERSON, DDS

21 West Road
Suite 104
Towson, MD 21204

Phone: 410 828 1177
E-mail: info@oe2dds.com



We invite you to experience
'EXCELLENCE BY CHOICE'

**Please remember to bring your
calendar with you so that we may
reserve your preferred appointment time**

Welcome Readers!

We are pleased to provide this latest issue of
Chairside Chatter. Feel free to pass this copy
along to a friend and help 'save a tree'.

If you have a friend, family member or colleague
who you feel would appreciate our unique
commitment to ethical and innovate dentistry and
exceptional customer service, please ask them to
call (410) 828-1177 to schedule an appointment.

We are always delighted to welcome NEW
PATIENTS who are referred by YOU, our
cherished dental family.

OUSBORNE & ESTERSON, DDS

-Offering an ethical approach to
innovative dentistry.

**WE HAVE
COOKIES
TO GO**

Thanks for the memories Kay.

Please join with us in remembering Kay. Kay was an integral part of our practice for many years. She served as an offsite secretary managing dictation of chart notes, all patient correspondence and data entry when the practice transitioned to digital charts. Her favorite task was creating **Chairside Chatter**-our newsletter. She spent countless hours writing interesting articles and finding just the right jokes and photos to keep us all entertained. Often referring to it as her "baby," she always loved sharing the final project with each of our patients. Even after her retirement a few years ago, she called into the office often just to check in and see how everyone was doing. We feel so privileged to have had Kay as part of our team for so many years and she will be missed by all who knew her. Our sincerest condolences to her family.

